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Giuli et al.

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(54) **BETTER RESOLUTION WHEN
REFERENCING TO CONCEPTS**

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(71) Applicant: **Apple Inc.**, Cupertino, CA (US)
(72) Inventors: **Richard D. Giuli**, Cupertino, CA (US);
Nicholas K. Treadgold, Maroubra (AU)
(73) Assignee: **Apple Inc.**, Cupertino, CA (US)
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Primary Examiner — Susan McFadden
(74) *Attorney, Agent, or Firm* — Morrison & Foerster
LLP

(57) **ABSTRACT**

Systems and processes for operating a virtual assistant programmed to refer to shared domain concepts using concept nodes are provided. In some examples, to process a textual representation of user speech using an active ontology having these concept nodes, a primary user intent can be determined from the textual representation of user speech. Concepts referred to by the primary user intent can be identified, and substrings of the textual representation of user speech corresponding to the concepts can be identified. Secondary user intents for the substrings can be determined and a task flow based on the primary user intent and the secondary user intents can be generated and performed.

56 Claims, 7 Drawing Sheets

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See application file for complete search history.

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